Re(AI)magine
Conversations

Persistent Podcast | Episode 11

Re(AI)magine Conversations: Building Automation with Autonomy

Shailesh Potdar and Robert Love

Shailesh Potdar: Hello, everyone. Welcome to another episode of Re(AI)magine Conversations, the show where we explore how AI is reshaping industries. Each episode brings real stories from leaders and innovators who are implementing AI and driving meaningful change.

I'm your host, Shailesh Potdar, and I lead the Intelligent Business Automation practice at Persistent. Please welcome Robert Love, Product Lead for GenAI and Orchestration at UiPath.

Hi Robert, how are you?

Robert Love: I'm good, thanks. Glad to be here.

Shailesh Potdar: Great to have you here. Would you like to introduce yourself?

Robert Love: Sure. I'm a Product Manager for GenAI and Orchestration at UiPath. My focus is helping enterprises evolve from rule-based automation to automation that can think, reason, and act with autonomy. It's an exciting time. We're not just improving process efficiency-we're changing how work gets done.

Shailesh Potdar: Thank you, Robert. Today's conversation is about Agentic AI and autonomous orchestration. Automation has come a long way from simple rule-based tasks to Agentic AI. With GenAI embedded in intelligent automation platforms, we are entering a new era of AI agents. They don't just execute tasks. They plan, decide and orchestrate end-to-end workflows.

I recently attended the UiPath Fusion event in Las Vegas. It's clear that UiPath's vision now goes far beyond traditional RPA. The theme of the event was agentic automation. This feels like a foundational shift. How is UiPath approaching this transformation?

Robert Love: UiPath's journey started with RPA, but our vision is now much broader. We're building agent orchestration capabilities. AI agents can understand context, decide what to do next and work across systems and teams. Orchestration ensures everything works together.

In banking, agents can handle compliance checks or manage customer interactions across multiple systems without manual oversight. In healthcare, they can streamline data-intensive processes such as claims, billing and patient record validation.

Accuracy and auditability are critical in these areas. This is automation that understands the bigger picture and drives business outcomes.

Shailesh Potdar: That's a great perspective. Let's take claims processing as an example. AI-infused bots can read emails, perform sentiment analysis, extract data from text and images, validate policy details and automatically approve simple claims. They can flag potential fraud and bring a human into the loop when needed.

How often do you see full agentic implementations like this?

Robert Love: That's a great example. We're seeing more of this today. AI-driven orchestration can read and classify emails, extract data from attachments, route claims, and even make simple approval decisions. Automation is moving from executing individual steps to orchestrating full business outcomes. The technology works.

However, many organizations still face roadblocks when scaling and governing these solutions. They can prove value in a pilot, but struggle to demonstrate measurable ROI or implement governance at scale. From your experience as a system integrator, what are the biggest challenges?

Shailesh Potdar: The biggest challenge is what I call the POC trap. Studies show that 80 to 85% of POCs never scale to production. The issue isn't the technology. POCs often take place in controlled environments without a clearly defined business problem, which makes scaling difficult.

Robert Love: So, it's a strategy and scaling problem, not a technology problem. How do you help organizations move beyond that trap?

Shailesh Potdar: The Automation Center of Excellence must play a critical role. The CoE should define governance and establish clear business and IT ownership for every agentic solution.

The first question for any use case should be: Who is the business owner? Without that clarity, it becomes a technology experiment. Once ownership is defined, the next step is a high-level assessment of the process, data, infrastructure, and technology. The outcome must be a clear business case with defined ROI. Without ROI, the initiative should not move forward.

There is often pressure to deliver quick wins. Quick wins are valuable, but if agents are built in isolation without standardization or reusability, they create technical debt. Governance requires asking hard questions early. What is the total cost of ownership?

Not just the build cost, but three-year TCO including licensing, operations, infrastructure and data governance? Are agents touching sensitive data? Are all AI decisions auditable? Is there a fallback plan if an agent fails?

Robert Love: Those are excellent points. Who should own these responsibilities?

Shailesh Potdar: The Automation CoE should define a clear RACI matrix. The business owner is accountable for value, ROI and adoption. A technical owner is responsible for the lifecycle management of the agentic solution. Clear governance and ownership are essential for scaling AI responsibly.

Robert Love: I agree, Governance should be an enabler, not a blocker. When designed well, governance accelerates innovation by providing a trusted path from idea to production. We've seen large financial institutions scale rapidly once governance, ownership, and measurable ROI are in place. It builds confidence and supports responsible transformation.

Shailesh Potdar: What do the next three-to-five years look like for autonomous orchestration and AI agents?

Robert Love: Automation will move from process-centric to outcome-centric. Enterprises will expect agents to understand intent, context, and business goals. At UiPath, we're expanding agentic capabilities across the platform so agents can plan, reason, and act within trusted governance frameworks.

We'll see more self-adapting workflows, stronger decision models and deeper integration with core systems like ERP and CRM. Case management will play a key role by connecting agents, bots and people through shared context and transparency. This will be essential for scaling in regulated industries like financial services and healthcare.

Shailesh Potdar: Thank you, Robert, for your insights, and thank you to UiPath for being a trusted partner for over a decade.

Robert Love: Thank you, We value the collaboration with Persistent and the shared perspective on how customers are evolving their automation journeys.

Shailesh Potdar: Together, we have co-created solutions, driven joint go-to-market strategies, and helped clients unlock automation at scale. At Persistent, we help organizations reimagine the value chain by redefining processes, re-architecting technology, and enabling people through education and change management.

Thank you, Robert, and thank you to our listeners for joining today's episode of Re(AI)magine Conversations.

Stay tuned for more discussions on the future of enterprise automation. If this episode sparked new thinking, follow the show and share it with your network.

If you have a story to tell or a guest you would like to hear from, contact us at **podcast@persistent.com**.

Until next time, stay curious. Stay inspired!

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About Persistent

Persistent Systems (BSE: 533179 and NSE: PERSISTENT) is a global services and solutions company delivering AI-led, platform driven Digital Engineering and Enterprise Modernization to businesses across industries. With over 26,500 employees located in 18 countries, the Company is committed to innovation and client success. Persistent offers a comprehensive suite of services, including software engineering, product development, data and analytics, CX transformation, cloud computing, and intelligent automation. The Company is part of the MSCI India Index and is included in key indices of the National Stock Exchange of India, including the Nifty Midcap 50, Nifty IT, and Nifty MidCap Liquid 15, as well as several on the BSE such as the S&P BSE 100 and S&P BSE SENSEX Next 50. Persistent is also a constituent of the Dow Jones Sustainability World Index. The Company has achieved carbon neutrality, reinforcing its commitment to sustainability and responsible business practices. Persistent has also been named one of America's Greatest Workplaces for Inclusion & Diversity 2025 by Newsweek and Plant A Insights Group. As a participant of the United Nations Global Compact, the Company is committed to aligning strategies and operations with universal principles on human rights, labor, environment, and anti-corruption, as well as take actions that advance societal goals. With 468% growth in brand value since 2020, Persistent is the fastest-growing IT services brand in 'Brand Finance India 100' 2025 Report.

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